



Arizona State Retirement System

3300 North Central Avenue, Phoenix, AZ 85012
WWW.AZASRS.GOV

Special Notice **RE: April Benefit Checks**

ASRS Member Services Advisory Center

Phoenix (602) 240-2000

Tucson (520) 239-3100

Toll-free (800) 621-3778

Wednesday, April 4, 2007

The Arizona State Retirement System has received a number of calls from retirees in recent days stating that they had yet to receive their monthly benefit check, or, in some cases, their benefit amount in their direct-deposit account.

It appears that the processing of benefit checks and automated direct deposit information was completed as normally scheduled by the ASRS custodial bank. The ASRS is still attempting to determine what may have caused the delays.

While it is the practice to have checks to retirees by the first day of each month, and direct deposits in retirees' accounts by the first day of each month, it appears that for the month of April there were delays of one to three days for some. The delay seems to have affected mostly retirees who receive their benefit check in the mail. Because checks were mailed under the normal timetable, in this case on the 29th of March, it appears there may be delays somewhere in the postal delivery system.

The ASRS is continuing to investigate the delays experienced by some retirees this month and is working to ensure timely monthly distributions in the future.

In the meantime, if any retiree has yet to receive their monthly benefit – either in the mail or via direct deposit – they are asked to contact the ASRS immediately.

Retirees who receive their benefit check by mail are encouraged to consider signing up for direct deposit. This may alleviate any future delays due to the postal system, especially during times of peak mail, such as holidays, or when the 1st of the month falls on a weekend or holiday.

To sign up for direct deposit, or for other questions related to this issue, retirees may contact the ASRS Member Services Advisory Center at (602) 240-2000 in Phoenix, (520) 239-3100 in Tucson, or (800) 621-3778 outside Phoenix and Tucson.

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